

P-3015/NA-89-758 GRANTING INTERIM AUTHORITY TO PROVIDE ALTERNATIVE  
OPERATOR SERVICES

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

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| Darrel L. Peterson   | Chair        |
| Cynthia A. Kitlinski | Commissioner |
| Norma McKanna        | Commissioner |
| Robert J. O'Keefe    | Commissioner |
| Patrice Vick         | Commissioner |

In the Matter of a Request by Pentagon  
Computer Data, Ltd. for Authority to Operate  
in Minnesota as an Operator Services Provider

ISSUE DATE: February 8, 1990

DOCKET NO. P-3015/NA-89-758

ORDER GRANTING INTERIM  
AUTHORITY TO PROVIDE  
ALTERNATIVE OPERATOR SERVICES

PROCEDURAL HISTORY

On September 5, 1989 Pentagon Computer Data, Ltd. (PCD or the Company) filed an application for a certificate of authority to provide alternative operator services within the State of Minnesota. PCD proposes to offer resale of intrastate interexchange service through coin and coinless private payphone owners, business establishments, hospitality and lodging industries and medical facilities.

Alternative operator service (AOS) is currently the subject of contested case proceedings. In Docket No. P-999/CI-88-917, the Commission has been considering whether AOS is in the public interest, whether it should be classified as emergingly competitive under Minn. Stat. §237.59, subd. 5 (1988), and whether it should be rate-regulated. On January 12, 1990, the Commission issued its ORDER MODIFYING PROPOSED STIPULATION OF SETTLEMENT AND ADOPTING STIPULATION OF SETTLEMENT AS MODIFIED in the AOS Docket. That Order approved the offering of AOS in Minnesota, provided certain consumer protections were addressed by AOS providers. Petitions for reconsideration have been filed by some parties to the AOS proceeding.

The Department of Public Service (the Department) recommended granting interim authority to the Company to provide AOS pending the conclusion of the AOS contested case proceeding.

The matter came before the Commission on January 16, 1990.

## FINDINGS AND CONCLUSIONS

The Commission has previously listed concerns which must be addressed when determining the propriety of interim AOS authority. In its December 23, 1988 ORDER AFTER RECONSIDERATION GRANTING INTERIM AUTHORITY TO TELECONNECT COMPANY TO PROVIDE OPERATOR SERVICES, Docket Nos. P-485/NA-88-291, P-478/M-88-359, P-999/CI-88-917, the Commission cited the following issues: customer access to the provider of operator services; adequate notice to customers regarding price and alternative service providers; quality of service; procedures for handling emergency calls; billing and collection procedures; procedures for handling customer complaints and refunds; and compliance with statutory requirements regarding maintaining an office in this state.

The Commission has also established fourteen filing requirements for applicants seeking authority to resell intrastate long distance service. The list of filing requirements is found in the Commission's July 13, 1983 ORDER ESTABLISHING RESELLER APPLICATION REQUIREMENTS, Docket Nos. P-421/CI-82-619, P-421/M-82-512, P-421/M-83-127.

The Department of Public Service has reported that PCD has complied with all filing requirements and that all the issues raised in the Commission's March 30 Order have been satisfactorily addressed in the Company's compliance filings.

The Commission therefore finds that it is in the public interest to grant the Company interim authority to provide AOS pending the Commission's final Order in the generic AOS proceeding.

The Commission notes that under the terms of its January 12, 1990 Order, AOS applicants currently operating under interim authority may be granted permanent authority upon submission of satisfactory compliance filings with the DPS. Because the Company is herewith being granted interim authority to provide AOS, it may also apply for permanent authority pending the Commission's final determination in Docket No. P-999/CI-88-917.

## ORDER

1. Pentagon Computer Data, Ltd. is granted interim authority to provide alternative operator services in Minnesota to customers using coin and coinless private payphones, and to customers using telephones in business establishments, hospitality, lodging and medical facilities, pending the Commission's final determination in In the Matter of the Applications for Authority to Provide Alternative Operator Services in Minnesota, Docket No. P-999/CI-88-917.
2. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Lee Larson  
Acting Executive Secretary

(S E A L)